

# Customer Service Program

(402) 232-9392

Ehrling Bergquist Clinic is committed to providing patients with the fundamental right to considerate care that safeguards their personal dignity and respects their cultural, psychosocial, and spiritual values. The Customer Service Program is designed to help each and every patient with hospital policies, procedures, compliments, complaints, and suggestions. The Commander has designated a Customer Services Coordinator for the group.

A Customer Service Representative has also been designated for each clinic. Photographs posted in the respective clinic will designate these individuals. Please feel free to ask them for assistance when you have a question or concern.

**Comments Welcome at ICE** (Interactive Customer Evaluation) <http://go.usa.gov/TVfe> **\*case sensitive\***

-Can be anonymous, or leave contact info if requesting a response.

Clinic/Office	Name	Phone	Squadron
Allergy/Immunizations	Schooler, Kristeen SSgt	294-7310	MDOS
APU	Cubeddu, Janeth TSgt	294-4400	AMDS
BIO	Roman, Arlene TSgt	294-6319	AMDS
PT/Chiro	Thomas, Ashley SSgt	294-8509	MDOS
Dental Command Staff	Hernandez, Audrey TSgt	294-2747	DS
Dermatologist	Brandt, Lynette SSgt	294-3469	MDOS
Endoscopy/Procedure Clinic	Yang, Ji S. SSgt	294-7351	MDOS
Education & Training	Miller, Henry TSgt	294-9318	MDSS
ENT/Audiology Orthopedic/Podiatry/General Surgery/ Ophthalmology	Morrison, Scott MSgt.	294-7413	MDOS
Facility/Logistics	Javier, Antonio Mr.	294-7455	MDSS
Family Advocacy/Mental Health	Pitsenbarger, Ruth Mrs.	294-7886	MDOS
FMR	Davidson, Kasey SSgt	294-8018	MDOS
FHC	Alicea, Elizabeth TSgt/ Bedegi, Paul SSgt	297-6033 232-9974	MDOS
Flight Medicine	Hernandez, Lafe TSgt	294-7345	AMDS
HAWC (Delair, Robert Mr.)	Olson, Caroline Ms.	294-5977	AMDS
Inter Med	Jeffery, Gregory TSgt	294-6680	MDOS
Laboratory	Robinett, Laurel Ms.	294-6580	MDSS
Optometry	Cook, Starr MSgt	294-3811	AMDS
Pediatrics	Castillo, Glenda TSgt	294-6077	MDOS
Pharmacy/Satellite	Sargent, Amanda MSgt	294-7358/3229	MDSS
PRP	Minner, Donald SSgt	294-9314	AMDS
Public Health/PHA	Hunter, Mark SSgt	294-8009	AMDS
Radiology	Demello, Samuel TSgt	294-7404	MDSS
TOPA/Med Records	Mason-Harris, Mishaki TSgt	294-7553	MDSS
Women's Health Element	Wood, Mary Ms.	294-7401	MDOS

## **PATIENT RIGHTS**

1. **ACCESS TO EMERGENCY SERVICES:** You have the right to receive emergency care without preauthorization where and when acute symptoms are so severe that a “sensible layperson” would want emergency care to prevent serious harm or death.
2. **RESPECT AND NONDISCRIMINATION:** You have the right to timely, considerate and respectful care and service at all times under all circumstances and to be involved in all aspects of your care free from any and all discrimination.
3. **CHOICE OF PROVIDERS AND PLANS:** You have the right to accurate information about the TRICARE program to include covered health benefits and health plan options and a choice of healthcare providers, either within TRICARE Prime network or the Military Treatment Facility (MTF).
4. **PARTICIPATION IN YOUR CARE AND CARE DECISIONS:** You have the right to receive accurate, accessible and understandable healthcare information; ask questions and receive timely answers to those questions; choose someone to make decisions on your behalf if you cannot do so. You have the right to know all of your treatment options including the option of no treatment; know the risks, benefits, and consequences to each of these options. You have the right to refuse a treatment, to the extent permitted by law or military instructions and to be informed of the medical consequences of your action. You will continue to receive other needed and available care.
5. **INFORMATION DISCLOSURE:** You have the right to review a provider directory maintained in 55<sup>th</sup> MDG to assist with understanding your provider’s education and training and selecting a Primary Care Manager. You have the right to review publicly-reported MTF quality measures. For this information, please visit the VA National Center for Patient Safety at <http://www.va.gov/ncps/resources.html>
6. **PRIVACY AND CONFIDENTIALITY:** Under the auspices of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), you have the right to expect all communications, records and Protected Health Information (PHI) regarding your medical care will be treated as confidential and private and only the minimum necessary information will be released to those with a need to know. Case discussion, consultation, examination and treatment will be conducted discreetly. Those not directly involved in your care must have your permission to be present during an episode of care. You have the right to know the names and roles of the people treating you. You have the right to review your medical record and request copies during an appointment with your Primary Care Manager (PCM) and the right to request amendments to your records, within specific legal limits.
7. **SECURITY:** You have the right to receive care in a secure and safe environment. You have the right to reasonable physical and electronic security of your PHI transferred from and received in this facility.
8. **CONTINUITY OF CARE:** You have the right to expect reasonable continuity of care. You have the right to know in advance what appointment times and providers are available. You have the right to expect the 55 MDG to provide a means whereby you are informed of your continuing health care requirements, including referrals.
9. **RESEARCH AND EXPERIMENTATION:** You have the right to be advised if 55 MDG proposes to engage in or perform human experimentation affecting your care and to consent to or determine to take part in such research. You will be given a description of alternatives, expected outcomes, discomforts and risks.
10. **PATIENT RIGHTS:** You have the right to an environment that preserves your dignity and contributes to a positive self-image that is free from mental, physical, sexual and verbal abuse, neglect and exploitation. You have the right to know the patient rights and responsibilities that affect you, your treatment and your conduct as a patient. You have the right to have your individual psychosocial, spiritual and cultural needs addressed and respected.

11. **APPEALS AND COMPLAINTS:** You have the right to a fair and efficient process to appeal medical necessity decisions by your MTF or by TRICARE that includes both internal review and independent external review; to discuss complaints with your providers or Patient Advocate; and contact a TRICARE Debt Collection Assistance Officer if unable to pay fees.

12. **ADVANCE DIRECTIVES:** You have the right to initiate an advance directive such as a Living Will or Durable Power of Attorney for Healthcare with the Wing's legal office. These documents define your choices about future care or identify someone to make these decisions, if you cannot speak for yourself. Copies should be provided to the Clinic and your family.

13. **ETHICAL ISSUES:** You have the right to participate in the resolution of ethical questions or decisions that arise in your care. Your family is encouraged to participate in all care decisions.

14. **PAIN MANAGEMENT:** You have the right to appropriate understanding, assessment and management of pain.

For additional information regarding your TRICARE benefits, please visit [www.TRICARE.mil](http://www.TRICARE.mil)

**Providing quality care is a complex task that requires close cooperation between patients and healthcare professionals. Your health depends on the decisions you make in your daily life, not just medical care.**

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## **PATIENT RESPONSIBILITIES**

1. **PROVIDING INFORMATION:** You are responsible for telling your healthcare professional everything you know about your illness or condition, past health care, and all medications or supplements you are taking. You are responsible for informing the doctor or nurse about any changes in how you feel; participating in decisions related to your healthcare and ask questions if you do not understand any part of the proposed treatment or information given. It is also your responsibility to follow your provider's plan of care; maximize healthy habits such as exercise, not smoke, eat a healthy diet, and not knowingly spread disease; and to accept the consequences if you refuse to follow the plan of care.

2. **MEDICAL RECORDS:** Any medical records documenting care provided or funded by a military treatment facility are the property of the U.S. Government and need to be maintained intact in the Clinic.

3. **RESPECT AND CONSIDERATION:** You and your accompanying family members are responsible for being considerate and respectful of the needs of other patients and MTF staff.

4. **COMPLIANCE WITH MEDICAL CARE:** If you believe you can't follow your treatment plan, you are responsible for telling your provider. This includes keeping appointments on time and notifying the Clinic when appointments can't be kept at least 24 hours in advance.

5. **RESOURCE CONSERVATION:** You are responsible for providing information regarding your insurance and for working with the Clinic to arrange payment when needed and report wrongdoing and fraud to appropriate authorities.

6. **HEALTH CARE MAINTENANCE:** You are responsible for recognizing the effect of the life style you have chosen on your personal health and assisting Clinic staff in maintaining your health.

7. **RECOMMENDING IMPROVEMENTS:** If you see an area where we can improve, please tell us. Your recommendations, questions or concerns should be directed to a Customer Service Representative. The Healthcare Consumers Advisory Council is another avenue available to you.

8. **MANAGEMENT OF PAIN:** You are expected to discuss with your doctor or nurse what to expect regarding pain management, pain relief options, pain measurement and to inform the staff when your pain is not relieved.

9. **CHOICE OF PLANS:** You are responsible to become educated about TRICARE coverage, options, and rules, to include required fees.

If you believe your rights are being compromised, please discuss this with your care providers or a Patient Advocate. For more information on your patient rights and responsibilities, please call the 55<sup>th</sup> MDG Patient Advocate's Office at 402-232-9392 or stop by the 55<sup>th</sup> MDG. DoD Instruction 6000.14, Patient Bill of Rights and Responsibilities in the Military Health System, September 5, 2007, completely describes your rights and responsibilities and is available from your Patient Advocate.

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## **Patient Administration (402) 232-2273, opt 41**

### **Patient Registrations, Pre-Admissions, Line of Duty Determinations and Patient Travel**

#### **Referral Management Center 402-294-4010**

- You may contact the Referral Management Center to activate a referral placed by your PCM.
- You can check the status of a pending network referral by calling 1-877-988-9378 or by visiting [www.mytricare.com](http://www.mytricare.com)
- To find a network approved provider visit [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)
- On base referrals- WE call you for appointment
- Off base providers- YOU call for appointment

#### **Medical Evaluation Boards**

- (402) 232-2273, opt. 432
- Hours of Operation: 0730-1630, M-F

The Medical Evaluation Board (MEB) process helps the Air Force maintain a fit and vital force. Identification of a medical condition that keeps the active duty member from worldwide duty is thoroughly evaluated by a panel of physicians, who then recommend disposition.

#### **Outpatient Records**

Phone: (402) 232-2273, opt 44 or (402)232-8933

Hours of Operation: 0730-1630, Mon-Fri

#### Services Available

Third Party Liability

Transcriptions

#### Release of Information Office

Comm. (402) 294-7415, DSN 271-7415

Fax (402) 294-7314

The Release of Information Office, located in Clinical Records, processes incoming and outgoing requests regarding medical information. Services include transferring of records between military health care facilities, and providing copies when records cannot be released. To ensure confidentiality, we will confirm that all requests contain sufficient legal authorization.

## **HIPAA Privacy Officer**

(402) 232-2273, opt. 434

## **Medical Affirmative Claims (MAC)**

402-294-7797

This office has the responsibility of recovering costs associated with furnishing health care to DoD beneficiaries who are injured or suffer an illness caused by a third party. Located in Building 4000, room 3G01.

*Q: Who does my insurance company need to contact to attain an itemized bill for the treatment provided as a result of my injury or illness?*

*A: Insurance companies will need to contact the Medical Cost Reimbursement Program at 402-294-7788 to request an itemized bill. The MAC Clerks are not authorized to release any information to an insurance company.*

## **Medical Services Accounts (MSA)**

402-294-7797

This office bills and collects funds for cosmetic surgery procedures, civilian emergency patients, medical and dental services provided to the Uniformed Services, and other patients authorized treatment in MTFs. Located in Building 4000, room 3G01.

*Q: What are acceptable forms of payment?*

*A: Presently, the 55th Medical Group does not accept cash, debit, or credit card payments. Checks are the only form of payment accepted.*

## **Third Party Collections**

402-294-0335

This office has the responsibility of ensuring all non-active duty patients complete a DD Form 2569. Patients that receive a letter in the mail regarding the DD Form 2569 should report to Building 4000, room 3G01 to complete the form electronically.

**Benefits for the Patient:** Patients will not be billed for amounts not covered by the carrier, co-pays or deductibles under their policy. If the patient has other health insurance that has a deductible, they may meet this deductible with no out-of-pocket cost by visiting our facility.

*Q: Can my parent or spouse sign the form on my behalf?*

*A: Patients over the age of 19 must sign their own DD Form 2569, a parent or spouse may not complete this action.*